



Docket No.: CE11527JDP

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<b>Substitute for Form 1449A(MO) INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		<b>Complete if Known</b>	
		Application Number	10/743,513
		Filing Date	12/19/03
		Firm Named Inventor	PRAVEENKUMAR, SANIGEPALE ET AL.
		Group Art Unit	N/A
		Examiner Name	N/A
Sheet	1	of	1
		Attorney Docket No.	CE11S27JDP

**U. S. PATENT DOCUMENTS**

## **FOREIGN PATENT DOCUMENTS**

Examiner Signature	/Diego Herrera/	Date Considered	06/21/2006
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<b>Substitute for Form 1449A/PTO</b>		<i>Complete if Known</i>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		Application Number	
		Filing Date	
		First Named Inventor	Sangeetha V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	/
		Attorney Docket No.	CE11527JDP

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**U. S. PATENT DOCUMENTS**

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## FOREIGN PATENT DOCUMENTS

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Substitute for form 1449A/PTO		<i>Complete if Known</i>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		Application Number	
		Filing Date	
		First Named Inventor	Sanjepalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	/
		Attorney Docket No.	CE11527JDP

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>†</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
DB	—	RouteScience, "Lower Bandwidth Cost", <a href="http://www.routescience.com/products/pro_lower.html">http://www.routescience.com/products/pro_lower.html</a> , 12/11/03	1
DB	—	Nortel Networks, "Enhanced Contact Center, Self-service solutions" <a href="http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html">http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html</a> , 2pages <i>No Date Listed</i>	1
DB	—	"Multi-modal Interface Technologies", Paul Dalsgaard, <a href="http://www.eunorddanmark.dk/download/IST%20012%20MultiModal_Interfaces">http://www.eunorddanmark.dk/download/IST%20012%20MultiModal_Interfaces</a> , <i>No Date Listed</i>	1
DB	—	"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002, <i>No Month</i> <i>No Year</i>	1

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